

## Food Services Manager

### DESCRIPTION OF WORK:

Work in this class involves managing all phases of food service operations to include procurement and storage, menu planning, food preparation and service, housekeeping and record keeping in a college, hospital, or facility. Work includes planning and managing a food service operation within an allocated budget. Work involves supervision of staff, students, patients and inmates. Employees are responsible for ensuring that staff are properly trained and are capable of performing the duties of their positions.

Employees are responsible for bulk purchases of staple and perishable supplies, disseminating modern methods of dietary balance and control, and providing standards of sanitation for pest control and control of food contamination and poisoning. Employees are expected to develop master menus, including estimates of amounts of various items required, and special and therapeutic diets, along with lists of recommended substitute items.

Work in this class may also involve planning, marketing and directing catering services. Employees are responsible for contacting the organization requesting the event and explaining catering services available, detailing the requirements for the catered event, relaying the details to the food service department, and ensuring the delivery and quality of services agreed upon. Employees have significant input into the menu development and pricing of events. Employees independently negotiate services required and make final decisions on the details of the catering.

Employees work independently under the general supervision of a higher level Food Production Manager, business officer, or institution head. Work is evaluated through inspections and analysis of reports as well as through comments of consumer population regarding the quality of food preparation and service.

### EXAMPLES OF COMPETENCIES (Knowledge, Skills, Abilities, and Behaviors) or Description of tasks that show an application of the competencies.

#### CONTRIBUTING:

- **Knowledge--Technical** Implements the use of new kitchen/dietary processes, and/or equipment within narrowly defined parameters to facilitate efficient and effective nutritional programs.
- **Customer Service:** Listens and responds to customer needs promptly and respectfully.
- **Planning& Organizing Work:** Plans daily work or weekly work to meet established objectives.
- **Managing Work & Performance:** Implements adjustments as needed.
- **Budgeting:** Operates within assigned budget. Recommends new needs.
- **Training:** N/A.
- **Human Resources Management:** Resolves minor problems and complaints on an informal basis. May recommend initial disciplinary action. Participates with considerable influence in recruitment and selection process. Ensures benefits information is shared. Participates in performance appraisal, classification, compensation and salary administration issues.

#### JOURNEY

- **Knowledge--Technical** Researches and implements the use of new processes and/or equipment within the broad scope of a program to facilitate an efficient and effective nutritional program.
- **Customer Service:** Recognizes potential problems in service, and addresses and resolves promptly and respectfully.
- **Planning & Organizing Work:** Plans work
- **Training:** Determines training needs and skill in providing training necessary to give employees the in-depth competencies, knowledge, skills and abilities to perform all assigned tasks and to develop/advance careers.
- **Budgeting:** Evaluates budget needs and recommends priorities. Makes routine fund transfers and recommends decisions for significant fund transfers.

operations, sets priorities, and sets deadlines. Modifies methods, procedures, workflow and assignments to respond to fluctuating priorities, methodologies and/or staff capabilities.

- **Managing Work & Performance:** Participates in establishing rules, standards, guidelines, policies governing quality and quantity of work.

- **Human Resources Management:** Resolves and recommends formal or informal disciplinary/grievance actions up to and including dismissal. Decides on staffing, appointments, promotions, reassignments et cetera.

### **ADVANCED**

- **Knowledge--Technical:** Incorporates new processes and methodologies into the nutritional program.

- **Training:** Establishes training programs to facilitate organizational growth and development.

- **Customer Service:** Anticipates customer needs, and addresses and resolves promptly and respectfully. Represents the work area when needed to customers on matters of concern.

- **Budgeting:** Formulates final budget proposals. Justifies to higher authorities. Ensures execution of budget in compliance with fiscal policies.

- **Planning & Organizing Work:** Establishes goals. Determines needs and plans for use of staff, space, equipment, other resources. Makes significant changes in organizational structures, methods, procedures, other resources and allocation of manpower to maintain ongoing work while adapting to changing goals and missions.

- **Human Resources Management:** Develops internal policies and grievance procedures. Takes action on dismissal/grievance recommendations. Exercises delegated authority for all personnel administration actions.

- **Managing Work & Performance:** Develops and gives final approval of rules, standards, guidelines, policies, governing the quality and quantity of work.

**MINIMUM TRAINING AND EXPERIENCE:** Graduation from a four-year college or university with a major in dietetics, home economics or institution management, and completion of an accredited internship or a coordinated undergraduate program or one year of food management experience; or possession of an Associate's degree with coursework in front office management, food preparation, guest services, sanitation, menu writing, quality management, purchasing, or other related areas, and three years of food management experience; or an equivalent combination of education and experience. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

Degrees must be received from appropriately accredited institutions.

[Registration by the Commission on Dietetic Registration may be required in some positions of this class. Special Requirements may include certification requirements by Department of Corrections]

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but not be applicable to all positions.